FREEDOM™ SIE

Hearing Instrument User Manual

America Hears® Inc.
Since 1979
QUALITY • CONVENIENCE • VALUE

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Freedom AD Model

Thank you for choosing America Hears FreedomAD hearing aids!

FreedomAD hearing aids are available exclusively from America Hears and offer you the latest in digital hearing aid technology and unparalleled convenience.

With America Hears FreedomAD hearing aids you will enjoy the world's first wide dynamic range optimizer. Featuring ADRO® technology our instruments, with the power of DSP, carry out sophisticated analysis and implement fuzzy logic rules to continuously optimize output. This will provide you listening comfort as well as improved speech perception in all listening environments.

Operating in 32 channels, your FreedomAD hearing aids provide natural amplified sound by using statistical analysis to compare and adjust the output of each channel of the hearing aid to comfortable and audible levels chosen by the user. There are no compression thresholds, ratios, or attack and release times to adjust, and gain levels change only when appropriate.

Your hearing aids are programmed at the factory to your specific hearing loss. You also have the option of adjusting your hearing aids anytime you like, quickly and simply from your home or office with our optional remote programming package.

Please carefully read the enclosed instructions to begin enjoying your new hearing aids. Should you have any questions please feel free to contact us and we will be happy to assist you. America Hears hearing professionals stand ready to provide you with any and all assistance you may need.

Thank you again for your confidence in America Hears and our exclusive FreedomAD hearing aids. At America Hears, service to our customers is the hallmark upon which we have built our company – and we look forward to working with you for many years to come.

We're always here to help: 800-492-4515

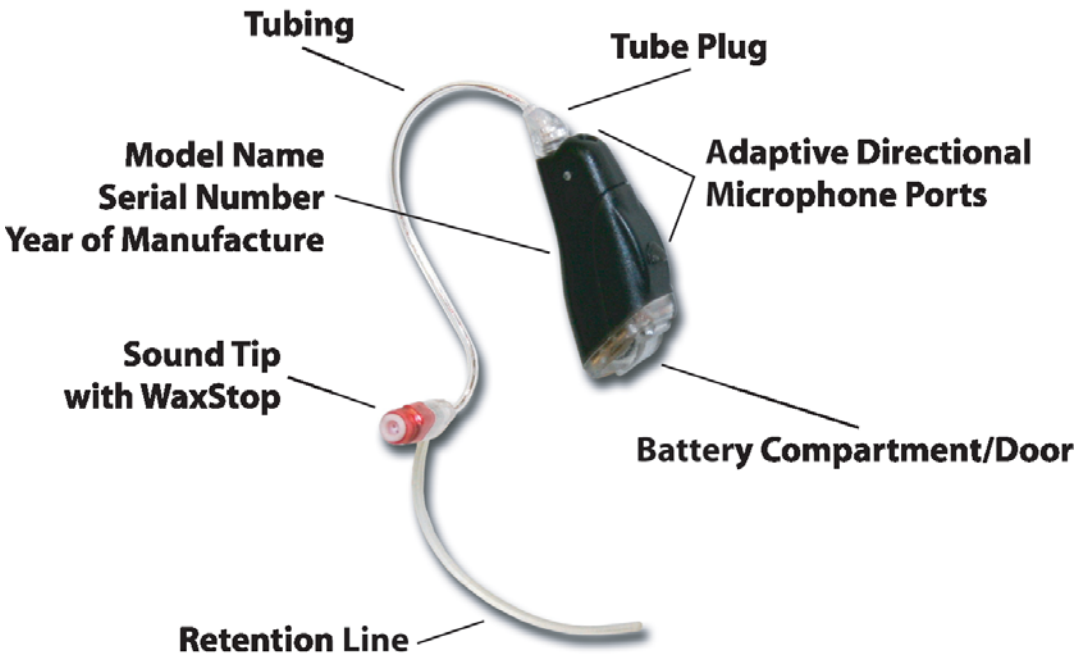
ADRO® is a registered Trade mark of Dynamic Hearing Pty. Ltd.

FreedomAD SIE

FREEDOM™ SIE

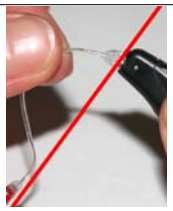
The FreedomAD SIE (speaker-in-the-ear) is an open fit style instrument that sits behind the ear. This ultra small, light-weight, comfortable design is practically invisible with minimal occlusion and features industry leading ADRO processing. Utilizes a size 10 battery. The SIE can be configured for high frequency or wide range hearing losses.

Parts of Your FreedomAD SIE hearing aid:



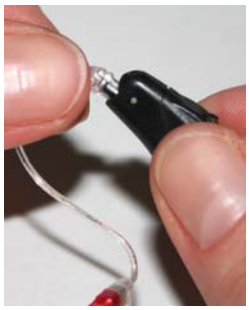
Red Sound Tip = Right Aid **Blue Sound Tip = Left Aid**

Tubing Replacement and Custom Ear Tip

Note: It is important NOT to pull the tubing itself,as it can become stretched and distorted. It is also important not to twist the plug when attaching or removing from the hearing instrument.	

Tube Removal

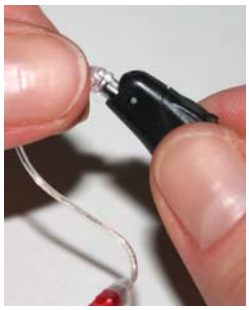
- Grasp the connector firmly.
- Insert finger nails into the finger nail grooves.
- **Pull straight out**. **DO NOT TWIST.**

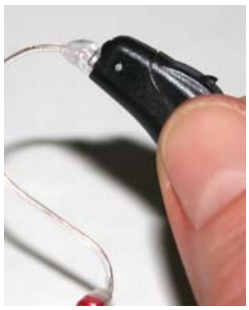


Tube Attachment

- To attach, align the tube plug (tubing facing down) with the opening.
- Apply gentle pressure until the plug starts into the socket.
- Push firmly until the plug clicks into place.

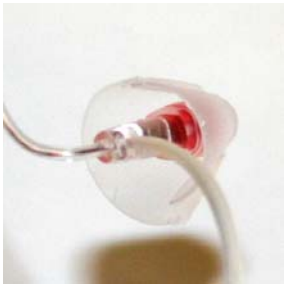
Note: You will feel a firm de-dent as it locks into place.





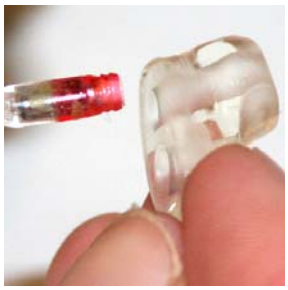
Ear Tip Attachment and Removal

- An ear tip can be attached by inserting the sound tip completely into the ear tip as shown.
- To remove, simply slide the sound tip out from the ear tip.



Custom Ear Tip Attachment and Removal

- A custom ear tip can be attached by inserting the sound tip completely into the custom ear tip.
- To remove, simply slide the sound tip out from the custom ear tip.



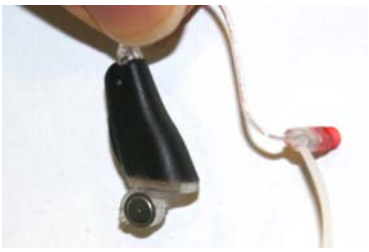
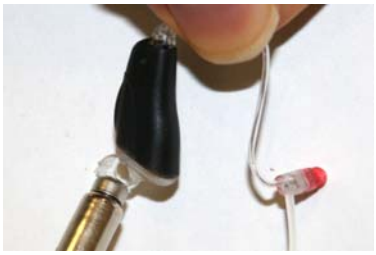
Battery Insertion

Your hearing aids are designed to use size 10 batteries. A zinc-air type battery is recommended, but any type or brand may be used.

- To insert, remove the adhesive label and wait sixty seconds for air to activate the battery. Any moisture on the battery surface should be wiped off prior to insertion. Insert the battery into the battery door. It may take several minutes for the battery to work to its full effect.

- To remove the battery, open the battery door and lift the battery out of the battery door.

The Memory Selector Wand can also be used as a battery insertion and removal tool. To use for this application simply touch the battery with the tip of the Memory Selector Wand and insert or remove the battery as shown.

Low battery indicator: When your battery voltage is low and in need of replacement you will hear the low battery indicator. You will hear five beeps indicating that it is time to change your battery. The warning beeps will be repeated.

Helpful hint: It is recommended that you leave your battery door open when not using your instruments. This will prolong the life of your batteries.

Battery disposal: Please discard batteries in a safe place. Never dispose of batteries by burning them. There is risk that they may explode, potentially causing serious injury. Never put batteries with household waste, as they cause environmental pollution. Radio Shack accepts dead hearing aid batteries.

Other precautions: Keep batteries out of reach of children or anyone who may accidentally swallow them. Never put batteries in your mouth for any reason. Do not store batteries in medication containers or where they may possibly be mistaken for medication and accidentally swallowed. Never attempt to recharge non-rechargeable batteries.

Inserting Hearing Aids

Inserting your hearing instruments for the first time can be challenging. Until your hearing aid is fully inserted there can be feedback (whistle). We suggest that you practice without the battery until you have perfected this procedure. With practice, inserting your hearing aids will become as easy as putting on your glasses.

To insert your FreedomAD SIE hearing instrument:

- Grasp the hearing aid between your thumb and forefinger.

- Place it over your ear as shown.

- Gently push the sound tip into the ear canal.

- Tuck the retention line into the bowl of your ear and adjust/bend it until comfortable and secure.

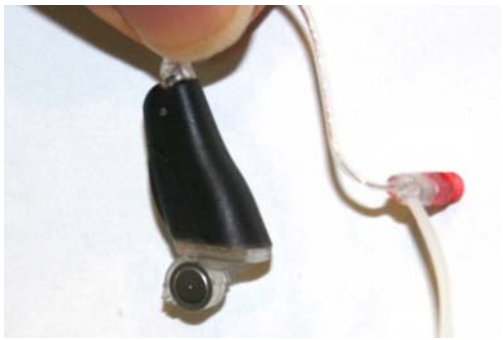
- When positioned correctly the FreedomAD SIE style hearing aid is practically invisible in your ear.

On/Off and Volume Adjustment

On and Off:

Your FreedomAD SIE is turned on and off by opening and closing the battery compartment.

Note: Whenever you turn your hearing aid on it is automatically set to Memory One.



Hearing Instrument Off

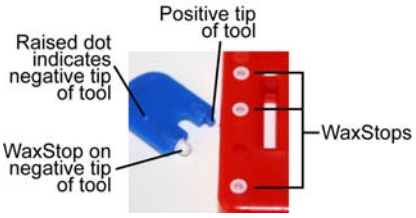
Hearing Instrument On

Hint: Opening the battery door every time you remove your instruments you will prolong the life of your hearing aid batteries.

Wax Protection

Wax Protection systems are used to accumulate wax and debris before it reaches your hearing aid components. This makes wax accumulation easier to clean and can prevent damage to your internal components of your hearing instruments. America Hears hearing instruments feature our WaxStop system:

WaxStop & WaxStop Tool

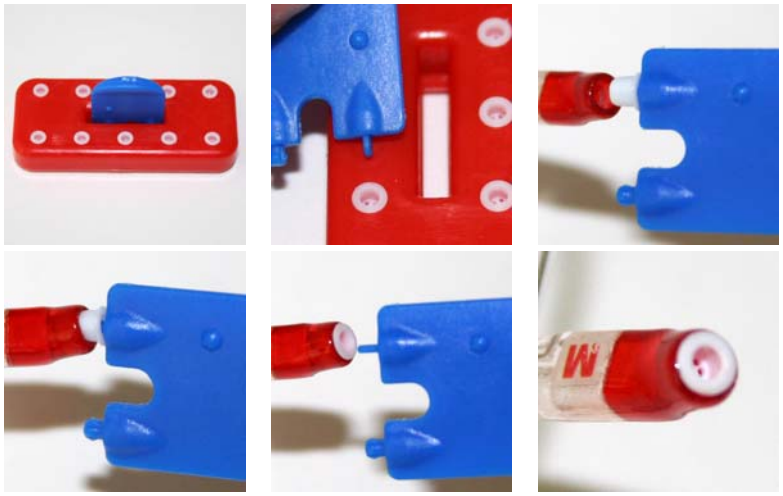


Tip of WaxStop tool

Positive tip **Negative tip**

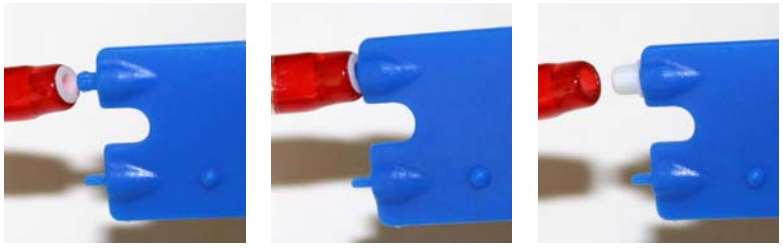
Sound tip of hearing aid with WaxStop inserted

The WaxStop tool has a positive and a negative tip. The negative tip has a raised dot above it. The WaxStop is inserted into the sound port of your hearing aid.



To insert:

- Insert the negative tip of the WaxStop tool into a WaxStop and remove it from the case.
- Insert the WaxStop into the sound tip of your hearing aid.
- Remove the WaxStop tool, leaving the WaxStop securely in place.



To remove:

- Place the positive tip of the WaxStop tool into the WaxStop in your hearing aid.
- Remove the WaxStop tool, pulling the WaxStop out of the sound tip.

WaxStops can be cleaned by soaking them in hot water with a mild detergent for 10 minutes. After drying thoroughly they can be reused.

Memory Selection

Memory Selector Wand

- To use the memory selector wand touch it high up on your ear where the hearing aid sits as shown.

- To change to the next memory move the wand away from your ear and then return it back to the top of your ear.

Warning: Please do not place the Memory Selector Wand on or near computer equipment, software, discs or credit cards. Information could be lost/destroyed as a result.

You will hear a series of beeps as you change memories, which will represent which memory you are changing to:

- Memory 1: One Beep
- Memory 2: Two Beeps
- Memory 3: Three Beeps
- Memory 4: Four Beeps

Your hearing aids are programmed from the factory as follows:

- Memory 1: General use - normal to quiet environments like home, small meetings, and communicating with friends and family.
- Memory 2: Noisier situations like restaurants, shopping malls, and noisy places.
- Memory 3: Windy situations (outdoor golfing, biking, hunting, etc)
- Memory 4: Not activated (can be activated through Virtual Office)

Note: Whenever you turn your hearing aid on it is automatically set to Memory One.

Adaptive Directional Microphone

America Hears' Adaptive Directional Microphone (ADM) Module is a superior directional microphone system. With sophisticated monitoring of multiple microphones, the module is able to adapt in and out of an omni directional mode, all the while optimising the polar pattern for the listener.

Extremely power efficient, the ADM has a flat frequency response, meaning that the same fitting can be as for an omni directional fitting.

Wax and Moisture

Ears normally produce wax and moisture which can damage your instrument. Proper cleaning and storage of your instruments will help prolong periods between professional cleaning and repairs but eventually your instruments will need to be professionally serviced to compensate for wax and moisture contamination. Some individuals are prone to wax and moisture problems and need to have their instrument serviced on a regular basis.

Wax and moisture collect in the narrow openings of the hearing instrument microphone ports and sound openings eventually clogging them. The hearing instrument will appear to be dead or will have a hiss sound. This problem can be intermittent; when the moisture dries the instrument will function normally, but as it builds up, the instrument will again appear dead or hiss.

Storing Hearing Aids and Use of Drying Kit

A special drying kit is included with your hearing instruments. The jar contains beads that are specially designed to remove moisture from your hearing instruments.

We recommend that you store your hearing instruments in the drying kit overnight while you are sleeping. Doing so can help extend the life of your hearing instruments.

To use: Open the battery door of your hearing instruments, place them on top of the circular foam piece, and firmly secure lid on the jar. Removing the batteries completely will extend battery life. Keeping the lid firmly in place at all times will extend the time between reactivation.

There is a small amount of blue beads in the jar that are designed to fade and blend in with the other beads when it is time to reactivate. After reactivation these beads will return to their original blue color.

To reactivate in a microwave oven: Pour beads into a microwave safe container. Heat on a medium level for about 2.5 minutes or until the blue beads regain their color.

To reactivate in a conventional oven: Pour beads into an oven safe container and bake at 350 degrees for about 30 minutes or until the blue beads regain their color.

Allow the beads to cool to room temperature before placing them back into the jar.

PLEASE NEVER PUT YOUR HEARING INSTRUMENTS, BATTERIES, GLASS JAR, LID OR FOAM IN OVEN OR MICROWAVE. DO NOT PLACE OVER AN OPEN FLAME.

WARNING: Beads are non-toxic but should not be ingested. Keep out of reach of children and pets. If ingested, drink 2 glasses of water, induce vomiting and contact your local poison control center.

Special Precautions

Your instruments are delicate, precision electronic devices and as such, require the special care and handling that would be afforded to any fine piece of equipment. Please read and follow the listed precautions to insure quality performance and long instrument life:

- Remove your batteries when your hearing instruments will not be in use for prolonged periods of time.
- Store your instruments in the drying kit provided when not in use.
- Do not throw or drop your instruments.
- Do not immerse hearing instruments in liquid or water.
- Do not wear during bathing, showering, or swimming.
- Do not expose instruments to excessive heat, such as a stove top, microwave, dash board of a hot car, or a hair dryer.
- Do not expose the instruments to chemicals, such as hair spray, insect repellent, perfume, or cosmetics.

Special Note: Your hearing instruments are built with the finest quality materials. However, in rare instances, an individual may experience sensitivity to the materials used. Please consult with your physician if you exhibit any signs of skin irritation, allergic reaction, or accelerated accumulation of cerumen (wax).

Should you have a sensitivity problem, please call or send us an email to inquire about special hypoallergenic coatings available to assist with these situations.

Common Problems and Solutions

Problem	Possible Cause	Possible Solution
Feedback or Whistling	Ear Wax accumulation in ear canal and or sound port.	Clean sound port and/or have ears checked and cleaned by physician
	Aid improperly inserted	Insert aid properly
"Dead" or No Sound	Microphone opening and/or sound port clogged with wax, moisture or debris	Clean microphone opening and/or sound port
	Dead battery	Replace battery
	Aid improperly inserted	Insert aid properly
Intermittent Beeping	Weak battery	Replace battery
Fades or Intermittent	Moisture clogged microphone opening and/or accumulated in tubing (if applicable)	Purchase and use a hearing aid drying kit and/or tube blower to remove moisture

If you experience any problems with your instruments that you are unable to resolve, contact America Hears for assistance. Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties still in effect. All repairs must be handled through America Hears.

What To Expect

Congratulations on the purchase of America Hears hearing instruments. You've taken the first step toward improving your hearing, and improving your lifestyle. Please know that we are only an email or toll-free phone call away to answer any questions you may have.

Common Hearing Loss
Hearing aids are particularly useful for improving the hearing and speech comprehension of those with sensorineural hearing loss. This is a loss of hearing that takes place when there is damage to the inner ear, also known as the cochlea, or damage to the nerve pathways from the inner ear to the brain (the retocochlear). This type of hearing loss can be attributed to any number of factors, including viruses or disease, drugs or medications that affect the auditory system, noise exposure, head trauma, aging or tumors.

Using Your New Hearing Aids
America Hears 100% digital hearing aids are sophisticated hearing instruments. Our software and technologies are state-of-the-art. Nevertheless there are human factors involved in using any brand of hearing aids, most notably Time & Patience.

No hearing aid can completely restore perfect/normal hearing. While we use cutting edge technology to eliminate noise, noise cannot be completely eliminated in all hearing environments.

In using your new hearing aids you will learn how to listen in a variety of noise and noise-free environments. You will gradually learn to effectively process all of the sounds around you – including sounds you may not have heard for years.

If you are a first time hearing aid user, we suggest using your instruments under non-stressful circumstances for a few hours at a time. Getting used to wearing your new hearing aid, gradually and at a comfortable pace will make the transition period much easier and more rewarding for you.

We Are Always Here To Help
Please remember time and patience in wearing any new hearing aid will usually result in an improvement in your hearing. Your new America Hears hearing aids, while technologically superior to most other hearing aids, could also require time and patience. Hearing aids work with the hearing you do have to improve it – a return to "perfect" or "normal" hearing is rare with any hearing aid.

While you are getting accustomed your new America Hears hearing aids, follow the instructions and consult with your America Hears professional. You will soon experience a new level of hearing.

Always remember, our pledge to customer service Before, During and After the sale insures we will be with you every step of the way. We look forward to serving your hearing needs for many years to come.

Additional Information

If you have difficulty hearing, you are not alone. Millions of people in this country share your problem. Many people who experience hearing problems can be treated medically, surgically, or most commonly, through amplification. Your hearing is vital for your physical and psychological well being. Without it, everyday communication may become a frustrating and sometimes exhausting task. Hearing instruments will not restore your hearing to normal; however, when fitted properly and used regularly, they will improve your communication ability. Your hearing instruments may only be a part of your hearing rehabilitation. You may also need auditory training and instruction in lip reading. For further information, contact America Hears.

Hearing loss falls into two basic categories - conductive and sensorineural. When the structures in the outer and middle ear do not work properly, their ability to "conduct" sound vibrations to the inner ear is affected. Ear canal obstructions, such as wax occlusion, eardrum abnormalities, or conditions where the ossicles, tiny bones of the middle ear, become immobilized, are causes of conductive hearing loss. Sensorineural hearing loss or "nerve deafness" is when the inner ear does not properly process sound vibrations, thereby disrupting the message being passed on to the brain. Excessive noise exposure, ototoxic medications, aging, or genetics are known to be some of the reasons leading to or causing sensorineural hearing loss and typically cause a frustrating inability to hear speech clearly.

Good health practice requires that persons with hearing loss have a medical evaluation by a licensed physician, preferably one who specializes in diseases of the ear, before purchasing hearing instruments. The purpose of this medical evaluation is to assure that all medically treatable conditions are identified and properly cared for prior to the purchase of a hearing instrument. Following this medical evaluation, your physician will provide you with a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for hearing instruments.

Federal law restricts the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of this waiver is not in your best health interest and is strongly discouraged.

Once a medical evaluation is completed, your physician will refer you to a hearing care professional for a full hearing evaluation. This evaluation will assess your ability to hear with and without hearing instruments. (This assessment will enable America Hears to select and fit hearing instruments designed to meet your specific hearing needs.)

Children with hearing loss, in addition to seeing a physician for a medical evaluation, should be directed to an audiologist for evaluation and habilitation since hearing loss may cause problems for the child in language development and educational and social growth. An audiologist is qualified, by training, to assist in the evaluation and habilitation of a child with a hearing loss.

Before you are fit with your hearing instruments, your hearing care professional should advise you to promptly seek medical attention if you are experiencing any of the following:

1. Visible congenital or traumatic deformity of the ear.
2. History of active drainage from the ear within the last 90 days.
3. History of sudden or rapidly progressive hearing loss within the previous 90 days.
4. Acute or chronic dizziness.
5. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
6. Audiometric air-bone gap equal to or greater than 15 decibels at 500Hz, 1000Hz, or 2000Hz.
7. Visible evidence of significant cerumen (ear wax) accumulation or a foreign body in the ear canal.
8. Pain or discomfort in the ear.

Note: The hearing care professional should exercise special care in selecting and fitting hearing instruments where maximum sound pressure level exceeds 132 decibels because there is a risk of impairing the remaining hearing of the instrument user.

Virtual Office Software

If you have purchased the optional programming kit you will receive a programming kit that enables you to adjust your own instruments or make remote adjustments via the internet. If you have not, you may do so by contacting our Customer Service Group.

Welcome to the America Hears Virtual Office

The purpose of The America Hears Virtual Office is to give you the ability to have greater control, and freedom, over your hearing – specifically adjusting your new digital hearing aids. All modern high-end digital hearing aids need to be adjusted and fine-tuned to the user's individual and unique hearing loss.

Adjustments are also needed to take into account the users lifestyle and personal preferences. The adjustment process is dependent on the skills of the local hearing care provider and often requires multiple appointments and visits to the hearing professional's office. This is often inconvenient and many people never reach the level of satisfaction they are seeking.

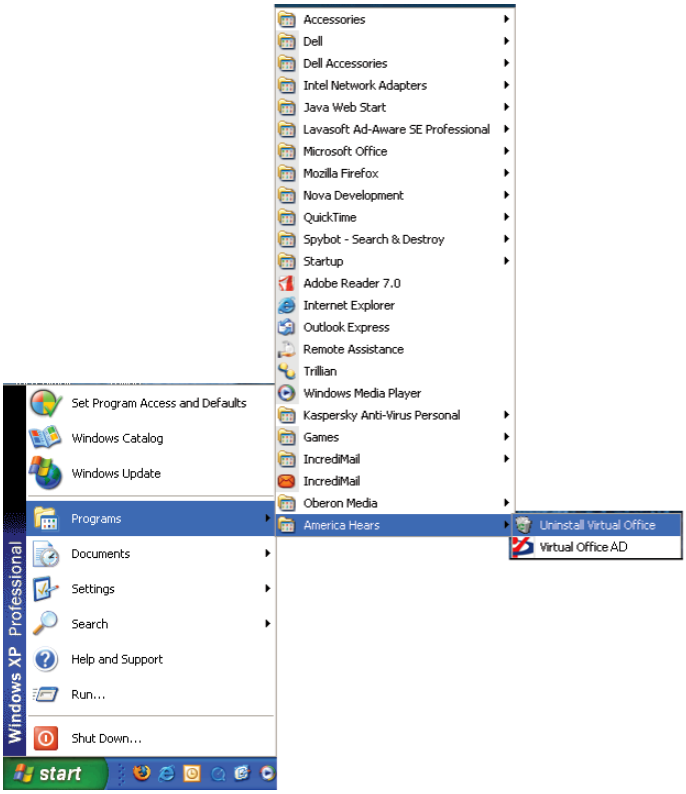
America Hears exclusive Virtual Office Software can change that. You will have control over your hearing and the freedom to make adjustments at your convenience.

Minimum computer requirements:

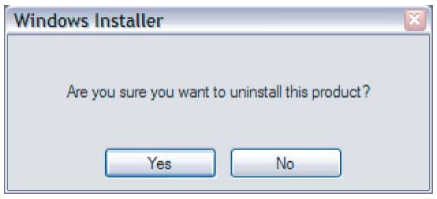
- Processor : Pentium III or higher
- RAM : 128 Mb minimum, 256 recommended
- 100 MB free hard disk space
- One USB port
- Windows 98, Windows 2000, Windows XP – recommended
- Screen resolution setting 1280x1024 pixels

Uninstall Outdated Software

If you have previously installed a version of America Hears software you must first uninstall before installing a new version.



- To uninstall click the Start button on your desktop.
- Highlight to select **Programs**.
- Highlight to select **America Hears Virtual Office** or America Hears for previous versions
- Highlight to select **Uninstall.**

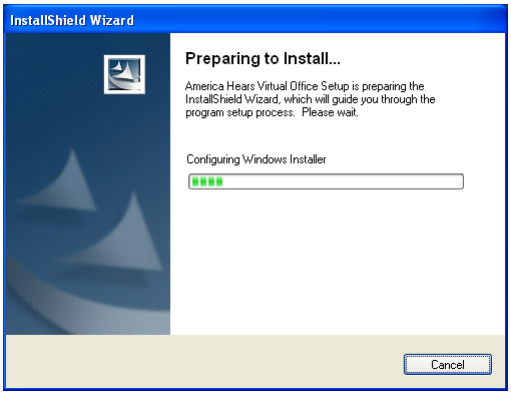


A message box will pop up asking you if you are sure you want to uninstall the software.

- Click the Yes button.

Once the software uninstall process is complete you must reboot your computer by using the shutdown/restart process.

Install New Software


InstallShield Wizard
Preparing to Install...
America Hears Virtual Office Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Configuring Windows Installer
Cancel

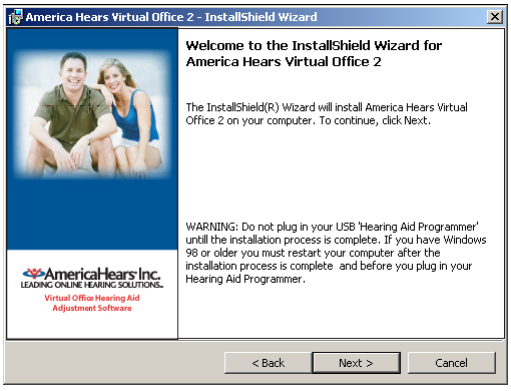
It is important that you **do not** connect the America Hears programmer to your computer until **after** you have installed the software.

- Place the America Hears Virtual Office installation CD into your CD drive and follow the on screen instructions. This process may take a few minutes to complete.

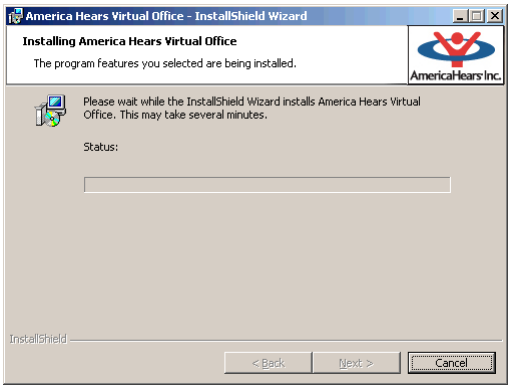
Follow the on screen directions as follows:

America Hears Virtual Office - InstallShield Wizard
AmericaHears Inc.
LEADING ONLINE HEARING SOLUTIONS
Virtual Office Hearing Aid Adjustment Software
< Back
Next >
Cancel

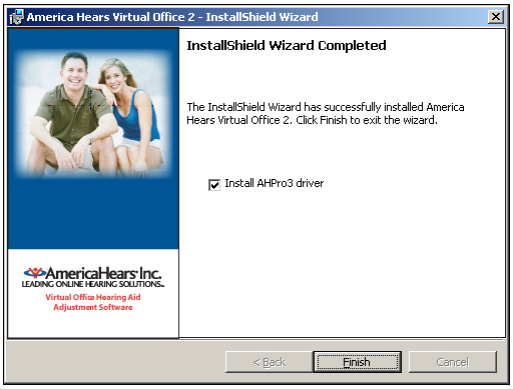
- Click the Next button.


America Hears Virtual Office 2 - InstallShield Wizard
Welcome to the InstallShield Wizard for America Hears Virtual Office 2
The InstallShield(R) Wizard will install America Hears Virtual Office 2 on your computer. To continue, click Next.
WARNING: Do not plug in your USB 'Hearing Aid Programmer' untill the installation process is complete. If you have Windows 98 or older you must restart your computer after the installation process is complete and before you plug in your Hearing Aid Programmer.
AmericaHears Inc.
LEADING ONLINE HEARING SOLUTIONS
Virtual Office Hearing Aid Adjustment Software
< Back
Next >
Cancel

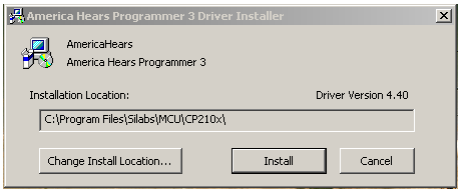
- Click the Next button.


America Hears Virtual Office - InstallShield Wizard
Installing America Hears Virtual Office
The program features you selected are being installed.
AmericaHears Inc.
Please wait while the InstallShield Wizard installs America Hears Virtual Office. This may take several minutes.
Status:
InstallShield
< Back
Next >
Cancel

- Click the Next button.

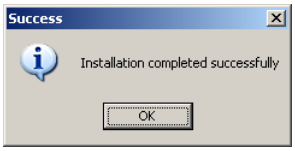

America Hears Virtual Office 2 - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed America Hears Virtual Office 2. Click Finish to exit the wizard.
Install AHPro3 driver
AmericaHears Inc.
LEADING ONLINE HEARING SOLUTIONS
Virtual Office Hearing Aid Adjustment Software
< Back
Finish
Cancel

- Click the Finish button.



- Click the Install button.

Note: This process could take a few minutes to complete.



- Click the OK button to complete the installation process.

- Plug the USB cord into your computer.

- Plug the programmer into the USB port of your computer.

A windows message will pop up in the lower right corner of your screen. The drivers are automatically installed for you. When the messages disappear, the process is complete.

The green power light on the programmer will be on, confirming that the installation process is successful.

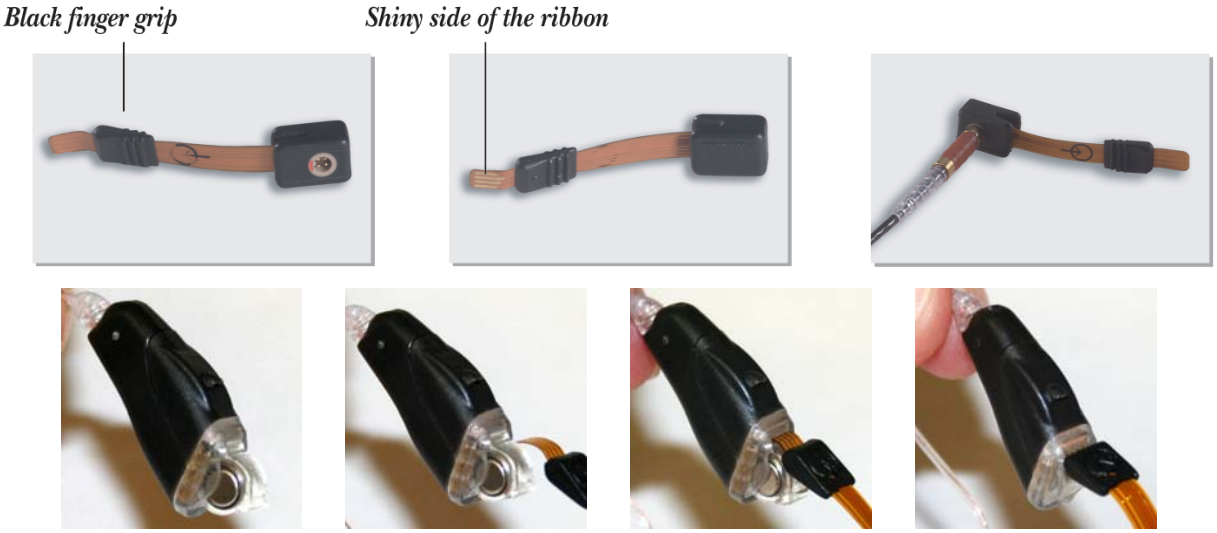
- Launch America Hears Virtual Office by double clicking on the Virtual Office icon on your desktop.

The detailed Help program in Virtual Office will step you through the software.

Get Connected

If you have purchased the optional programming kit you will receive a programming kit that enables you to adjust your own instruments or make remote adjustments via the internet. If you have not, you may do so by contacting our Customer Service Group.

Note: Before launching America Hears software you have to connect your hearing instruments to your programmer and the programmer to your computer. If you need any assistance in this process please do not hesitate to call one of our customer service representatives.



FreedomAD SIE hearing aids use a flex connector to connect the programming cord to the hearing instruments.

- Align the red dots on the flex connector and the programming cable.
- Connect the programming cable to the flex connector.
- Open the battery door slightly to create a space on the **hinged side** of the battery door.
- Insert flex connector into the space created on the **hinged side** of the battery door of the hearing instrument. Insert the red plug/flex connector into the right hearing aid and the blue plug/flex connector into the left hearing aid. Do not try to force this connection.

  Note: The gold shiny side of the ribbon must be facing away from the battery compartment.

- Close the battery door.

Contact America Hears

To contact America Hears:

Call: 1-800-492-4515

E-mail: contact@americahears.com